

## Case Study



### Empowering NOL to Keep Pace with China Customs' Regulations

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#### Snapshot

Neptune Orient Lines (NOL), with its two principal operating brands AP Land APL Logistics, is a global leader in container shipping, terminals, and logistics services.

NOL is one of the leading carriers moving import cargo into China and has in the past used a manual process dependent on third party vessel agents to submit cargo manifests to China Customs.

When China Customs decided to take the manifest process online with the introduction of the China Customs' 24-hour Advanced Manifest Regulation, it necessitated a complete redesign of the manifest process for NOL. As a result, NOL engaged Infosys, their long-time strategic technology partner, to successfully devise an automated solution that ensured manifest data accuracy, on-time submission, automated transmission and monitoring mechanism, operational efficiency and direct communication with China Customs.

## The Challenge

When China Customs introduced the new 24-hour Advanced Manifest Regulation, it meant that large carriers moving import cargo into China such as Neptune Orient Lines (NOL) would have to submit manifest data 24 hours before China-bound cargo was loaded onto a vessel at a foreign port. In addition to modifying procedures and timely manifesting of cargo, carriers would face the additional challenge of a manual process that required intervention from third-party vessel agents or risk penalties as a result of non-compliance with the regulation. Recognizing this, China Customs decided to take the manifest operation online to increase visibility and transparency. This development triggered the need for NOL to automate the manifest process and communicate directly with China Customs.

## The Infosys Advantage

NOL engaged Infosys, their long-time strategic technology partner, for this project to leverage Infosys' superior domain expertise and successful track record, having worked together on previous Customs implementations for US Customs, Australia Customs, Dutch Customs, and other Asian Customs.

### Infosys Solution

Infosys' methodological approach and knowledge of the regulatory domain for ocean liners combined with knowledge of NOL applications helped execute this complex project within aggressive timelines.

Infosys used its highly-successful 4-phase execution methodology:

#### DISCOVER

The Infosys team liaised with NOL stakeholders and China Customs to study the regulatory requirements and their context. This also helped to clearly identify project scope and functional requirements.

#### DESIGN

The Infosys team performed end-to-end system design and impact analysis in collaboration with the NOL subject-matter expert (SME). They successfully created a basic framework for a Customs-related application that can be customized with minimal changes.

#### DEVELOP

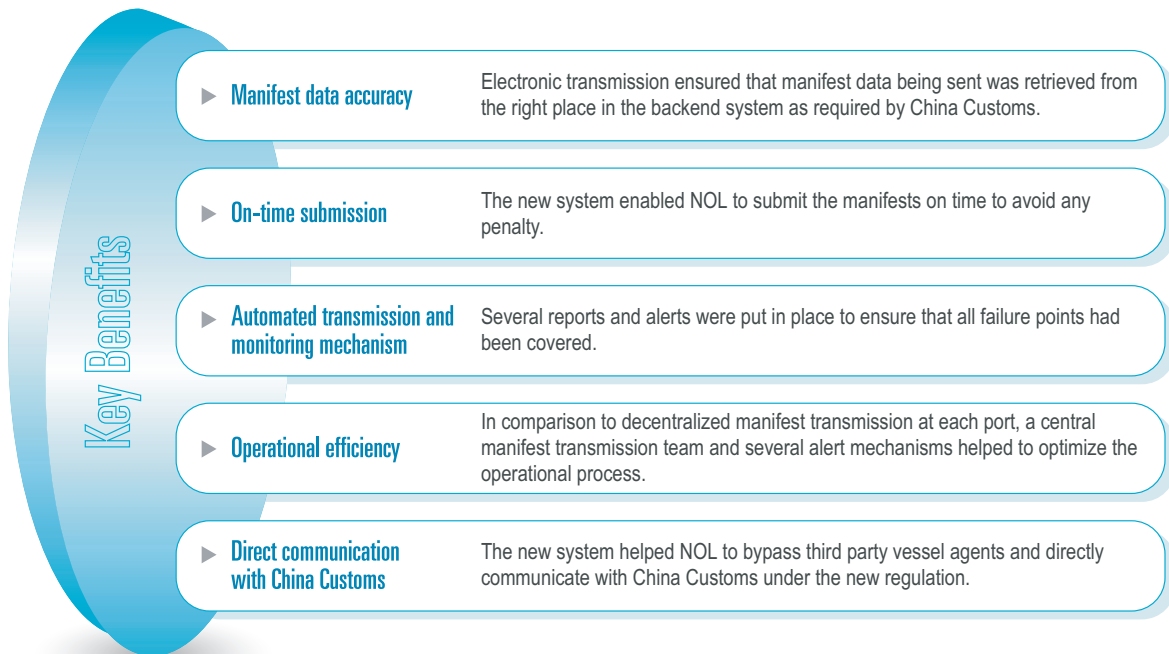
Coordinating with the NOL SME, the Infosys team created a plan of execution and collaborated with other application teams to meet the system interface requirements. This work involved developing or modifying more than 150 program elements and made provisions for nearly 80,000 manifests to be auto-transmitted.

#### DEPLOY

The project was executed seamlessly with zero delivery defects and no performance bottlenecks. The new system is capable of auto-transmitting very high volumes of manifests. Infosys provided round-the-clock monitoring and on-call support during the deployment and post-deployment phases. This implementation made NOL among the first three carriers globally to successfully meet the regulatory needs.

## Key Benefits

Besides being compliant with the new regulation, NOL stakeholders acknowledged the other benefits of Infosys' solution. These included:



“ *Infosys has brought to the table the technical skills and Regulatory business knowledge to deliver a business solution for NOL.* ”

Mohd Azman Jaffar, Director, Liner Portfolio, NOL IT

“ *Given the efforts of our Infosys IT team, the system was successfully implemented on time to meet the stringent timeline provided by China Customs.* ”

Peter Kozaczuk, Sr. Manager, Regulatory Systems, NOL IT



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

#### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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